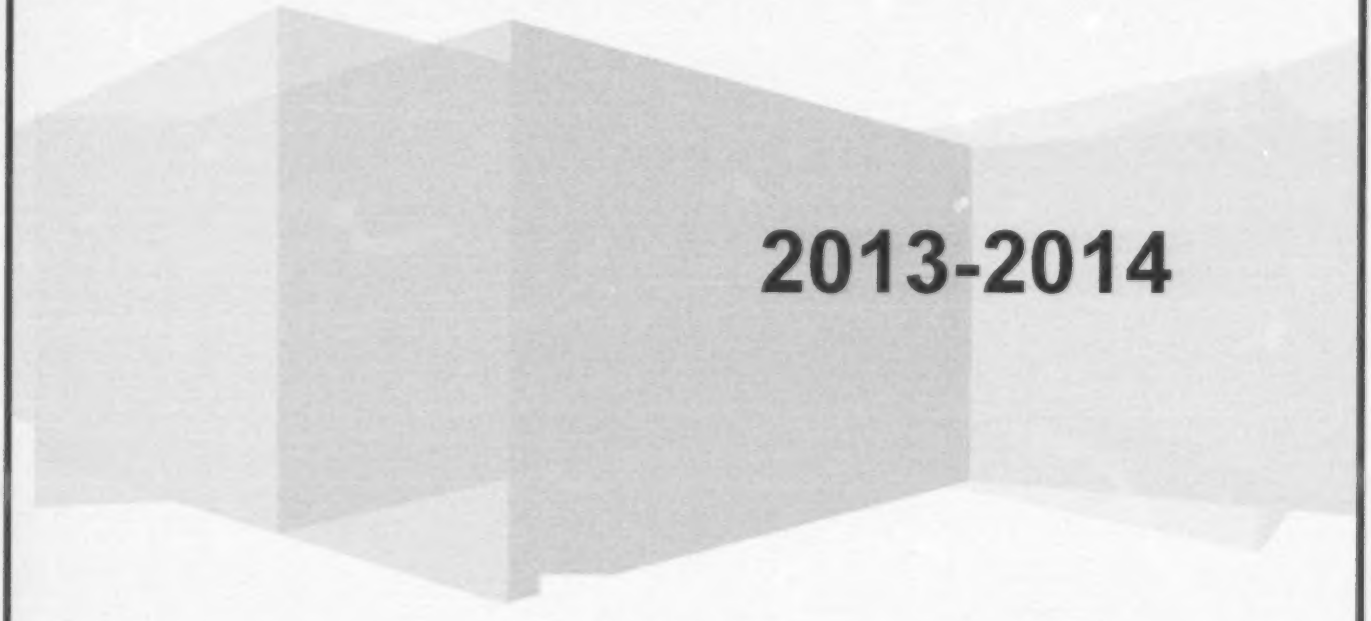
Ontario

Safety, Licensing Appeals and Standards Tribunals Ontario

• Annual Report •

Animal Care Review Board
Fire Safety Commission
Licence Appeal Tribunal
Ontario Civilian Police Commission
Ontario Parole Board



2013-2014

Safety, Licensing Appeals and Standards Tribunals Ontario

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Ontario

June 30, 2014

The Honourable Madeleine Meilleur
Ministry of the Attorney General
11th Floor, 720 Bay Street
Toronto, Ontario
M7A 1Y6

Dear Attorney General:

RE: Safety, Licensing Appeals and Standards Tribunals Ontario, 2013 – 2014 Annual Report

On behalf of the Safety, Licensing Appeals and Standards Tribunals Ontario, it is our pleasure to submit to you the cluster's inaugural 2013-2014 Annual Report. The foregoing reflects the cluster's activities for the fiscal year ending March 31, 2014.

The cluster is committed to the initiatives outlined in the report and to providing quality services to the people it serves.

Yours Sincerely,

Linda P. Lamoureux, Executive Chair
Safety, Licensing Appeals and Standards Tribunals Ontario

Lynn Norris, Executive Lead
Safety, Licensing Appeals and Standards Tribunals Ontario

cc: Patrick Monahan, Deputy Attorney General
Irwin Glasberg, Assistant Deputy Attorney General, Policy and Adjudicative Tribunals
David Barbour, Acting Associate Chair, Animal Care Review Board
Richard Judge, Associate Chair, Fire Safety Commission
Gary Yee, Associate Chair, Licence Appeal Tribunal
David Gavsie, Associate Chair, Ontario Civilian Police Commission
Arnold Galet, Associate Chair, Ontario Parole Board

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	SLASTO's Appointees	

Part 1:

Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO)

Executive Chair's Message

In April 2013 the Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO) was created. Comprised of the Animal Care Review Board, the Fire Safety Commission, the Licence Appeal Tribunal, the Ontario Civilian Police Commission and the Ontario Parole Board, SLASTO is the third cluster of adjudicative tribunals in Ontario created pursuant to the *Adjudicative Tribunals Accountability, Governance and Appointments Act,* 2009 (*ATAGAA*). SLASTO's work focuses on public safety and community standards – police, parole, licensing, fire safety and animals.

I assumed leadership of the cluster as the Executive Chair in January 2014 and found an organization with a compelling vision, great capabilities and a committed team of staff and members.

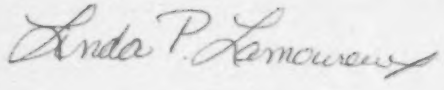
On behalf of the Safety, Licensing Appeals and Standards Tribunals Ontario I extend sincere thanks to Gary Yee, as interim Executive Chair and Arnold Galet, David Barbour, David Gavsie, Richard Judge and Lynn Norris and her team, for their work and support in the initial development of the cluster and effecting the transition from the various policy ministries to the Ministry of the Attorney General. My thanks as well to the Assistant Deputy Attorney General, Irwin Glasberg and the staff of the Policy and Adjudicative Tribunals Division of the Ministry.

Pre-clustering, each tribunal focused on their individual mandates. Since its inception, SLASTO's focus is the provision of an integrated range of services in a fair, consistent, effective and accessible manner. To that end, SLASTO made some notable progress in this reporting period:

- Co-location of the case management functions of the Animal Care Review Board, the Fire Safety Commission and the Licence Appeal Tribunal
- Consolidation of the financial management functions for the five constituent tribunals
- Creation of a cluster website
- Creation of websites for the Animal Care Review Board and the Fire Safety Commission
- Creation of the governance and accountability documents required by *ATAGAA*

Moving forward, SLASTO will continue to look for ways to maximize the utilization of its resources and to improve the dispute resolution and assessment services provided to the people of Ontario.

Yours Sincerely,



Linda P. Lamoureux, Executive Chair
Safety, Licensing Appeals and Standards Tribunals Ontario

A. Mandate, Mission and Vision

SLASTO's Mandate

The Safety, Licensing Appeals and Standards Tribunals Ontario is a cluster of five tribunals that resolve and decide matters arising from over 30 statutes relating to public protection and safety – including compensation claims and licensing, policing, parole, fire safety, and animal care orders.

SLASTO's Mission

The Safety, Licensing Appeals and Standards Tribunals Ontario will deliver administrative justice in a fair, independent and timely manner. We promote public confidence through integrity and excellence, and by being accessible, accountable and responsive.

SLASTO's Vision

The Safety, Licensing Appeals and Standards Tribunals Ontario will be a leader in administrative justice as an integrated cluster of tribunals resolving and deciding matters of public protection and safety.

B. Core Values

The core values for SLASTO are the guiding principles of the cluster, which forms the foundation upon which constituent tribunals fulfill their mandates.

SLASTO's core values include:

These principles can be further understood as:

Accessibility:

Publications, communications and facilities will provide full and equitable access. Practices and procedures will be designed to promote informed and meaningful participation, and support diversity and inclusion.

Accountability:

High quality services are delivered consistently and with regard to value for money, resulting in a fair and accessible experience for parties, stakeholders, staff and members.

Integrity:

Staff and members will act with honesty and professionalism, exhibiting the highest standards of public service.

Fairness:

Proceedings will be conducted impartially and parties will have a reasonable opportunity to be heard. Decisions will be principled and based on the facts, the applicable law and the merits of the case.

C. Legislative Authority

On April 1, 2013, the Safety, Licensing Appeals and Standards Tribunals Ontario (SLASTO) was designated as the third adjudicative tribunal cluster under *the Adjudicative Tribunals Accountability, Governance and Appointments Act*, 2009 (*ATAGAA* or the 'Act'). The Act permits the government to designate two or more adjudicative tribunals as a cluster if, in the opinion of the Lieutenant Governor in Council, the matters that the tribunals deal with are such that they can operate more effectively and efficiently as part of a cluster than alone. Moreover, the clustered tribunals' operations and dispute resolution will benefit from the coordination and sharing of resources, expertise, best practices and administrative and professional support.

With the creation of SLASTO, five constituent tribunals were transferred to the responsibility of the Ministry of the Attorney General, including the:

- Animal Care Review Board (ACRB)
- Fire Safety Commission (FSC)
- Licence Appeal Tribunal (LAT)
- Ontario Civilian Police Commission (OCPC)
- Ontario Parole Board (OPB)

An Executive Chair, who also assumes the powers, duties and functions legislatively assigned to the Chair of each constituent tribunal, leads the cluster. While under the leadership of the Executive Chair, each constituent tribunal maintains its adjudicative independence and legislative mandate.

D. Governance and Accountability

The *ATAGAA* and related regulations have further strengthened and made transparent the accountability framework for adjudicative tribunals through provisions regarding:

- Requirements for public accountability documents, including mandate and mission statements, consultation policies, service standard policies, ethics plans and member accountability frameworks (such as position descriptions and codes of conducts);
- Requirements for governance and accountability documents, including memoranda of understanding, business plans and annual reports;
- Requirements for appointees and the need for the selection process to be competitive and merit-based; and

- The designation of clusters of two or more adjudicative tribunals to improve the effectiveness and efficiency of tribunals.

E. Business Plan – Strategic Directions

SLASTO has established three key strategic directions for the period 2014 – 2017:

Building Public Confidence

SLASTO will provide accessible, responsive service that is consistent, accountable and independent.

Organizational Transformation

SLASTO will build an integrated organization that is proactive, innovative and agile.

Investment in People

SLASTO will provide education and development, succession planning, engagement and diversity initiatives that are supportive of members and staff.

Specific initiatives have been identified to meet these strategic directions, and they include outcomes and performance measures in order to ensure that progress can be tracked, and activities are prioritized to accomplish goals.

While recognizing the autonomy of the cluster and its constituent tribunals, the leaders of SLASTO came together in the fall of 2013 with the other clusters/tribunals that report through the Ministry of the Attorney General (MAG) to identify common goals across clusters/tribunals. There was agreement on four common goals or "pillars" for these adjudicative tribunals operating under MAG:

Appropriate Resolution

Problems are resolved fairly, inclusively and efficiently, utilizing a variety of techniques and connecting with service providers throughout the system to meet the needs of the client.

Public Confidence

Services are accessible, outcomes are consistent and predictable and decision making is seen to be independent from outside influence.

Organizational Agility

Tribunals are responsive to changes in the internal and external environment through flexible rules, processes and tools.

Learning Organization

Tribunals are continuously improving as leaders in administrative justice that reflect best practices throughout the sector.

After its first year, SLASTO has made significant progress on a number of initiatives, including:

Workflow Analysis

Of the three strategic directions identified above, Organizational Transformation includes a review of the various programs to identify areas where services can be consolidated and centralized, including core case management functions, and corporate supports such as finance, human resources, information technology and legal services.

While some preliminary progress has been made (and noted below), SLASTO is looking for ways to achieve further internal efficiencies by streamlining business operations and maximizing the utilization of its available resources. Work began at the end of 2013-14 to conduct a workflow analysis, specifically looking at organizational design and structure.

Development of the Vision, Mission and Core Values

In 2013, SLASTO developed its vision and mission statements, as well as its core organizational values. This key development sets out the guiding principles of the cluster and the foundation on which the constituent tribunals fulfill their mandates.

Development of the *ATAGAA* Documents

In 2013-14, SLASTO also developed its *ATAGAA* documents, required by statute to be established within one year of clustering.

Once these documents receive Ministerial approval, they will be publicly available on the SLASTO website: www.slasto.gov.on.ca.

Consolidation and Co-location of Case Management Support

Case management and operational processes for the ACRB, FSC and LAT have been centralized and co-located, while leaving the adjudicative functions separate and independent.

By using pre-existing resources, the cluster has benefited from shared knowledge, best practices and more efficient and consistent operating methods.

Consolidation of Financial Services

Beginning in 2013, SLASTO began to centralize its financial planning and support to its constituent tribunals through a consolidated financial unit. To date, four of SLASTO's five tribunals have been brought within this model (ACRB, FSC, LAT and OCPC), and the cluster expects the remaining tribunal (OPB) to be integrated by July 1, 2014.

Benefits achieved to date from this centralized model include increased financial controllership and expertise.

Web Presence

SLASTO has established a public internet homepage, with direct links to its constituent tribunals. As the cluster continues to develop and enhance its web presence, parties and the public will become more familiar with the cluster's jurisdiction, processes and accessibility.

Co-location of MAG Clusters and Tribunals

To achieve the full potential of improving access to justice, and achieving the potential effectiveness and efficiency associated with clustering, SLASTO along with the other Ministry of the Attorney General clusters and the Criminal Injuries Compensation Board are planning for eventual co-location to 25 Grosvenor St. in downtown Toronto. In addition to supporting the Ministry's goal, co-location also forms a critical part of SLASTO's strategic directions, supporting its organizational transformation.

Appointment Strategy

SLASTO's appointees play a critical role in fulfilling the cluster's mandate in dispute resolution, investigations, assessments and decision-making.

As SLASTO maintains and enhances its membership, it will continue to focus on increasing the geographic and cultural representation of Ontario, by recruiting more appointees from diverse groups, including an increased number of appointees with French language competencies.

To leverage the full range of benefits of clustering, SLASTO has implemented a cross-appointment strategy, in which some of its existing members have already been cross-appointed to SLASTO's other constituent tribunals.

This cross-appointment strategy will have important benefits to the cluster, as it provides a more diversified membership to draw upon for targeted purposes. Moreover, having a cross-appointed membership allows for strategic scheduling of members to certain matters based on geographic region, subject matter expertise and linguistic abilities. It also provides a critical resource for member training, as members will share a range of experiences and case law from individual tribunals that relate to the cluster's shared mandate in licensing and public safety and community standards.

While this strategy has only recently been implemented, it aligns with SLASTO's strategic directions and forms a critical foundation for developing SLASTO's membership going forward.

F. Financial Performance

During the year of transition to the Ministry of the Attorney General, SLASTO achieved savings primarily by delaying the establishment of the Executive Office until January 2014.

SLASTO will continue to review the cluster's business practices to identify opportunities to maximize the effective use of its resources, including its financial management and other administrative processes and procedures. Changes will be designed and implemented to support effective business delivery, and to ensure sound controllership and compliance with the Government of Ontario's directives on accountability as well as with corporate policies and guidelines.

EXPENSE CATEGORY	2013-14 BUDGET ALLOCATION	2013-14 ACTUALS	VARIANCE
OPERATING			
Salaries and Wages (S&W)	4638.3	3931.8	706.5
Benefits	653.2	491.2	162.0
ODOE			
Transportation and Communications (T&C)	496.9	483.4	13.5
Services	1956.3	1823.3	133.0
Supplies & Equipment (S&E)	82.7	85.9	-3.2
TOTAL OPERATING	**7827.4**	**6815.6**	**1011.8**
RECOVERIES	**-437.3**	**-302.9**	**-134.4**
TOTAL	**7390.1**	**6512.7**	**877.4**
REVENUE	80	71.7	-8.3

G. Communications

Communications remains a priority for SLASTO as part of the cluster's strategic directions to build public confidence through enhancing public information. SLASTO recognizes that delivering fair and transparent processes and ensuring consistent access to justice is contingent on establishing and maintaining strong communications with parties, the public and stakeholders.

SLASTO will consult with stakeholders as required, and provide key stakeholder groups with annual forums for discussion and exchange of information and procedural updates as required.

H. Diversity and Accessibility

SLASTO is committed to diversity and inclusion, and access to justice for all Ontarians. As part of its efforts, the Diversity, Inclusion and Accessibility Working Group was formed in June 2013 and SLASTO is a part of the MAG's Agency Inclusion Community of Practice. The Working Group developed a cluster-wide Diversity, Inclusion and Accessibility (DIA) Plan, which included a Multi-Year Accessibility Plan, in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

By taking an integrated approach, SLASTO will ensure that its service delivery is sensitive to the diverse communities it serves; that it promotes an inclusive workforce; and is compliant with its obligations under the AODA. The DIA Plan is an essential part of the SLASTO mission statement's expressed commitment to be accessible, accountable and responsive, and is aligned with MAG's Agency Inclusion Vision that: "Agencies are responsive to and inclusive of the diversity of Ontario through their people and processes, with measurable results."

Implementation of the DIA Plan will be guided by focusing on four key strategies:

1. People

SLASTO will invest in the capacity of personnel to become inclusive leaders in developing good practices regarding the planning, development and delivery of policies, processes, services and activities, which incorporate diversity, inclusion and accessibility.

2. Processes

SLASTO will promote an inclusive workplace culture that reflects the diverse public served by the cluster's constituent tribunals.

3. Services

SLASTO will ensure that inclusion is a fundamental component of its core business while demonstrating leadership in accessibility.

4. Results

SLASTO will develop measurements and reporting tools on inclusion and accessibility to report on progress and achievements.

Together with its constituent tribunals, SLASTO will continue building a strong foundation of awareness, understanding, respect, commitment, support and accountability in its ongoing efforts to modernize. It is anticipated that this will result in a diverse and engaged workforce that reaches its full potential in an inclusive and healthy workplace.

I. French Language Services

SLASTO provides services to the public in both official languages in accordance with the *French Language Services Act (FLSA)*. Communications are posted to the SLASTO and tribunal websites in both English and French simultaneously.

In 2013-14, SLASTO began meeting with other justice sector program areas and the Justice Sector French Language Services office to share best practices and opportunities to consolidate and work together to improve access to justice in French language services.

J. Operating Performance

Performance Measures

A party before one of SLASTO's tribunals, whose application has been accepted for processing, can expect that the following performance measures will be met 80% of the time, with statutory obligations being met 100% of the time. While these measures are currently represented at the individual tribunal level, the cluster will be working to develop a broader and consolidated set of performance measures for the next reporting period.

Animal Care Review Board (ACRB)

Performance Measures (ACRB)	2014/15 (Target)	2015/16 (Target)	2016/17 (Target)
Hearing will be scheduled within 5 business days of receipt of a completed appeal (statutory obligation).	100%	100%	100%
First hearing event will take place no later than 10 business days after receipt of a completed appeal (statutory obligation).	100%	100%	100%
Decisions of the Board will be released within 30 days of the final hearing event.	80%	80%	80%

Fire Safety Commission (FSC)

Performance Measures (FSC)	2014/15 (Target)	2015/16 (Target)	2016/17 (Target)
A hearing will be scheduled to take place within 45 days of receipt of a completed appeal.	80%	80%	80%
Decisions will be released within 60 days of the final hearing event.	80%	80%	80%

Licence Appeal Tribunal (LAT)			
Performance Measures (LAT)	**2014/15 (Target)**	**2015/16 (Target)**	**2016/17 (Target)**
A hearing will take place within 30 days of receipt of a completed appeal in medical appeals under the *Highway Traffic Act (HTA)*, motor vehicle impoundments under the *HTA*, and in appeals of immediate suspension orders regarding businesses or business privileges.	80%	80%	80%
If a statutory period regarding an order of immediate suspension will expire in less than 30 days, a hearing will be scheduled to commence within the statutory period.	80%	80%	80%
In all other appeal types, the first hearing event will be scheduled to take place within 60 days of receipt of a completed appeal.	80%	80%	80%
A final decision will be issued within 30 days of the final hearing event.	80%	80%	80%

Ontario Civilian Police Commission (OCPC)

Performance Measures (OCPC)	2014/15 (Target)	2015/16 (Target)	2016/17 (Target)
Disciplinary appeals – Hearing will be scheduled within 60 days after the appeal is perfected; and the hearing will be held within 90 days thereafter.	80%	80%	80%
First Instance Proceedings – a hearing will be held within 90 days after a proceeding is perfected.	80%	80%	80%
Proposed police restructuring – Public meeting held within 60 days after receipt of all necessary information about the proposal.	80%	80%	80%
Section 25 Investigation Requests – Tabled by no more than the following month's Commission meeting, when in the Commission's view, sufficient information is received for members to consider the request.	80%	80%	80%
Section 54(1) Approval Requests – will be processed within 5 business days of receipt of the request.	80%	80%	80%
All decision types will be released within 90 days after the final event.	80%	80%	80%

Ontario Parole Board (OPB)

Performance Measures (OPB)	2014/15 (Target)	2015/16 (Target)	2016/17 (Target)
Decisions will be rendered within 24 hours of the hearing event.	80%	80%	80%

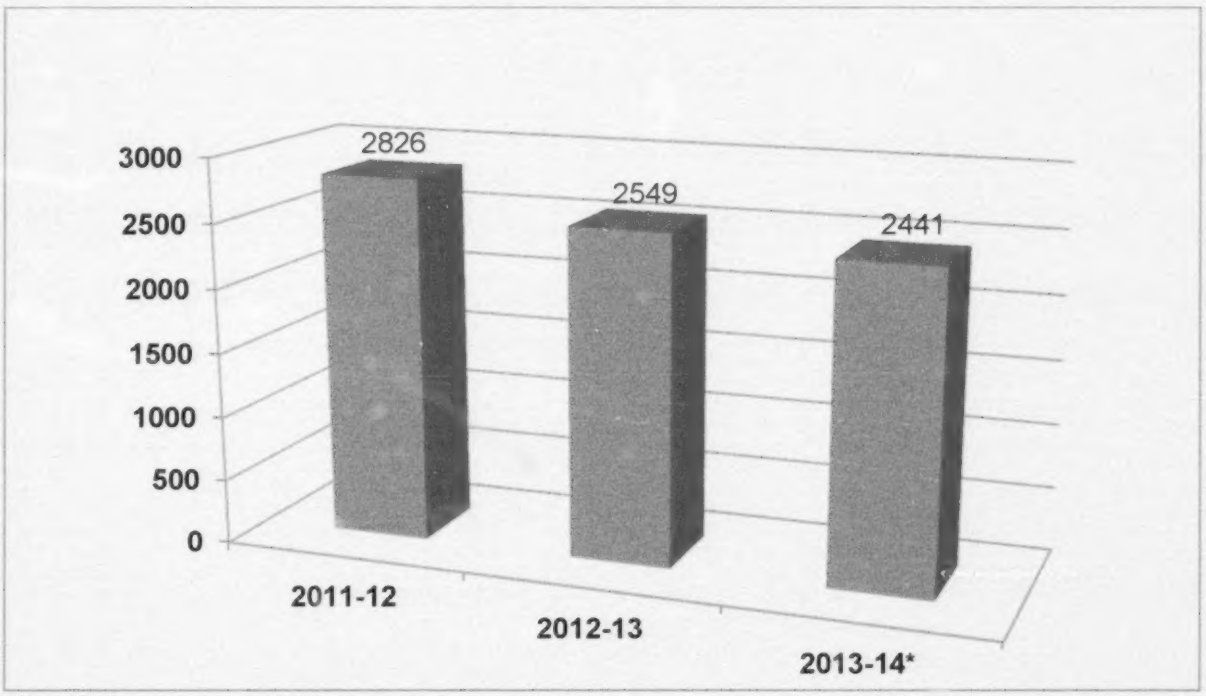
Operational Overview

In the first reporting period since clustering, the emphasis has been placed on presenting caseload activity from a cluster perspective. Descriptions of the constituent tribunals' mandates and powers are presented in the subsequent sections of this Report.

In recognizing the value of statistical rigour and sound trend analysis, SLASTO has commenced a review of data analytics to more comprehensively present the cluster's caseload activity in the next reporting period.

Intake Statistic

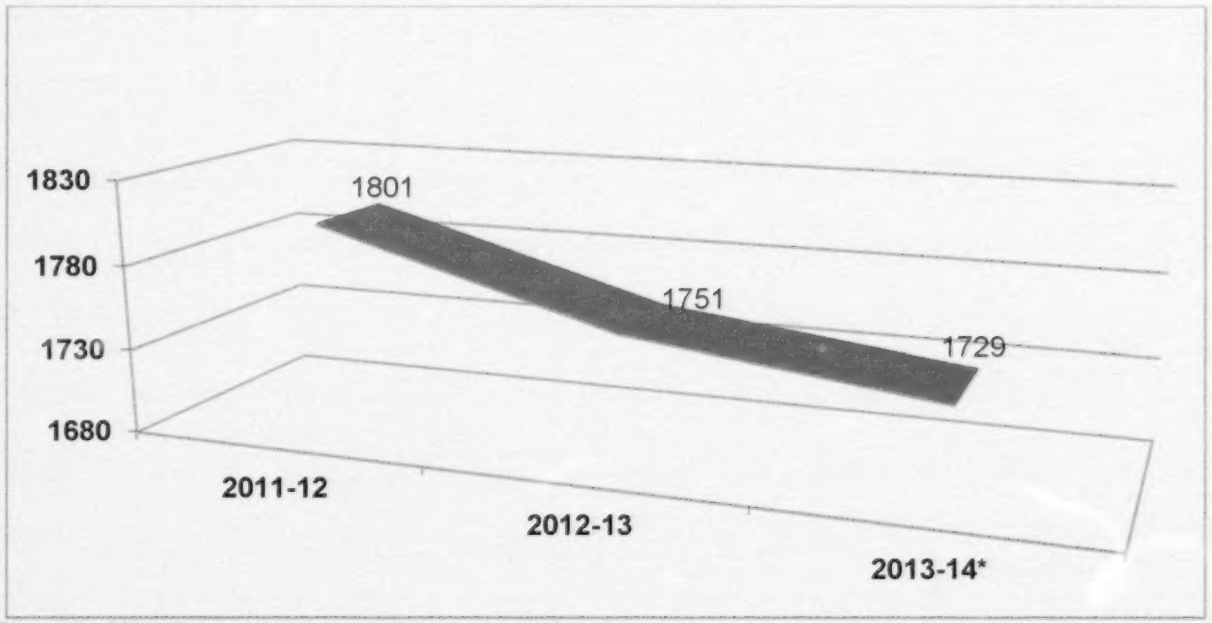
SLASTO Intake Statistics
2011 – 2014



***Note**: Prior to clustering, the OCPC reported based on the calendar year. Beginning Apr 1, 2013, the OCPC will be reporting based on fiscal year, with 2013 period extending back from January 1, 2013 to March 31, 2014.

Hearings Held

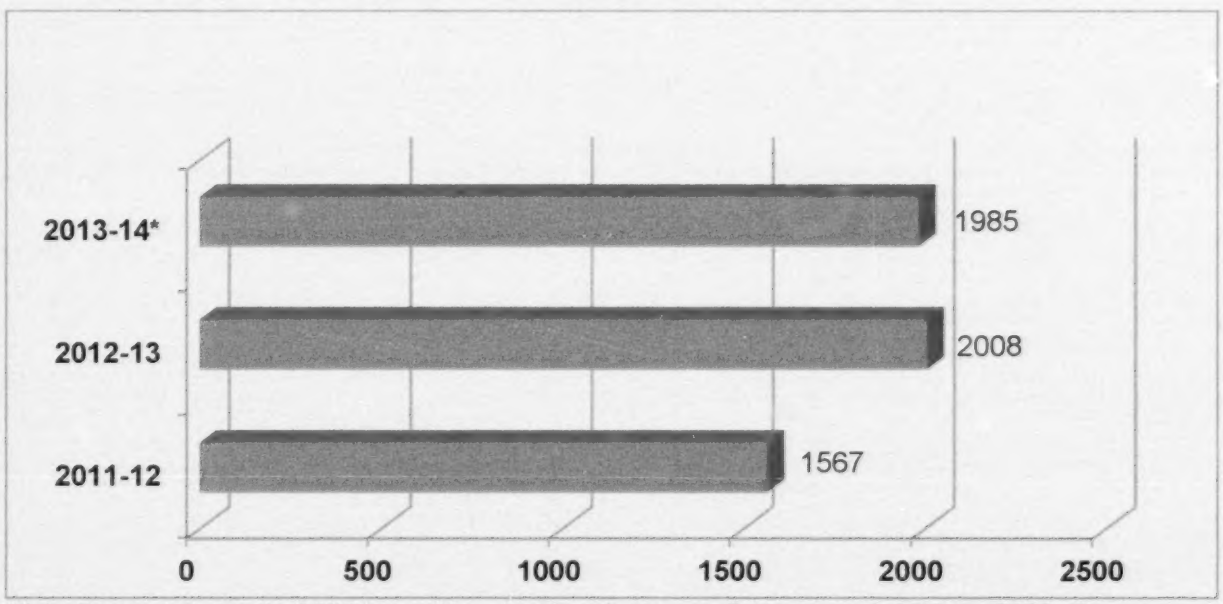
SLASTO Hearings Held**
2011 – 2014



** Figures for 2011-13 are underrepresented due to unavailable data.

Decisions Rendered

SLASTO Decisions Rendered
2011 – 2014



***Note**: Prior to clustering, the OCPC reported based on the calendar year. Beginning Apr 1, 2013, the OCPC will be reporting based on fiscal year, with 2013 period extending back from January 1, 2013 to March 31, 2014.

Part 2:

Overview of Constituent Tribunals

A. Animal Care Review Board

Mandate

The Animal Care Review Board (ACRB) adjudicates applications related to the care, treatment and removal of animals. The ACRB derives is legislative authority from the *Ontario Society for the Prevention of Cruelty to Animals Act,* R.S.O. 1990, c. O.36 (*OSPCA Act).*

Powers of the Board

The ACRB has the authority under the *OSPCA Act* to:

- Respecting an order, confirm, revoke or modify the order;
- Respecting a removal of an animal, order that the animal be returned to the owner or custodian and may make an accompanying order with terms and conditions;
- Order that the whole or any part of the cost to the owner or custodian of an animal of complying with an order be paid by the Society to the owner or custodian; or
- Order that the whole or any part of the cost to the Society of providing food, care or treatment to an animal pursuant to its removal be paid by the owner or custodian of the animal to the Society.

The Ontario Society for the Protection of Cruelty to Animals (OSPCA) is a charitable organization that provides animal protection services through a network of approximately 50 directly operated branches and independently operated affiliate humane societies located across the province.

To carry out its mandate, the *OSPCA Act* provides each inspector or agent of the OSPCA with the "powers of a police officer" to enforce the *Act,* "or any other law in force in Ontario pertaining to the welfare of or the prevention of cruelty to animals". To this effect, inspectors or agents of the OSPCA may issue:

- A compliance order that requires owners to take action to relieve their animals of distress; or
- A removal of an animal that is in distress.

If an owner or custodian of any animal considers themselves aggrieved by an order or removal of an animal, they may within five business days of receiving notice of the order or removal, appeal against the order or request the return of the animal. An owner or custodian of an animal may also appeal to have an order revoked, if in their opinion the animal has ceased to be in distress.

Key Achievements

Web Presence

Over the past year, the ACRB has taken advantage of the opportunity provided by the creation of the SLASTO website to expand its own web presence. Whereas previously the ACRB had no website or online content, it has since developed a number of webpages that provide information about the Board, its members, and its policies and procedures.

Procedural Forms

The ACRB has also developed a comprehensive suite of accessible procedural forms to be used by the parties who appear before it, in addition to a number of informational documents that provide vital and timely information about the appeals process.

Order Forms

In working in consultation with its primary stakeholder, the Ontario Society for the Prevention of Cruelty to Animals (OSPCA), the ACRB has updated and improved its order forms, and made them more accessible. These new forms and informational documents have been made publicly available on the ACRB website, and demonstrate SLASTO's commitment to improving access to justice and promoting accessible customer service.

B. Fire Safety Commission

Mandate

The Fire Safety Commission (FSC) adjudicates applications and resolve disputes regarding inspections, orders and decisions for repairs, alterations or installations to be made to a building, structure or premises made by inspectors and the Fire Marshall. The FSC derives its legislative authority from the *Fire Protection and Prevention Act, 1997,* S.O. 1997, c. 4 (*FPPA*)

Powers of the Commission

The Commission has the authority under the *FPPA* to:

- Confirm or rescind an order;
- Amend an order; or
- Make any other order, as the FSC deems appropriate.

The Office of the Fire Marshal ensures that all fire departments in Ontario provide adequate levels of fire prevention and protection, in accordance with the needs and circumstances of the areas they serve and the provisions of the *FPPA* and the Fire Code, a regulation under the Act.

Pursuant to the *FPPA,* designated fire officials may address fire hazards by serving the following orders on an owner or occupant of land or premises:

- An order to take any measure necessary to ensure fire safety on the land and premises;
- An order to close the land until corrective actions have been completed; or
- An order to pay costs incurred by the Province of Ontario or a municipality for work carried out in the interest of public safety.

A fire official may also apply to the FSC directly for an order:

- Authorizing him or her to cause a thing to be done for which an order has been issued and the owner is unwilling or unable to comply with the specified fire safety measures.

If an owner or occupant considers themselves aggrieved by an order, they may file an appeal to the Office of the Fire Marshal. If the owner or occupant still considers themselves aggrieved after the Fire Marshal's Review Decision, they may file an appeal to the FSC.

Key Achievements

Web Presence

Over the past year, the FSC has taken advantage of the opportunity provided by the creation of the SLASTO website to expand its own web presence. Whereas previously the FSC had no website or online content, it has since developed a number of webpages that provide information about the Commission, its policies and rules of practice.

Procedural Forms

Additionally, the FSC developed a number of accessible procedural forms to be used by the parties who appear before it, in addition to a number of informational documents that provide information about the appeals process. These forms and documents are anticipated to launch in the very near future, and will be made available on the FSC's website.

Hearing Locations

The FSC has benefited from the cross-cluster sharing of information and best practices. Of particular note, through its cross-cluster relationship with the Social Justice Tribunals Ontario cluster, the FSC has coordinated the sharing of accessible off-site hearing locations, thereby reducing costs. The FSC is committed to further refining its practices and procedures, increasing awareness and access to justice, and to finding cost-savings opportunities.

C. Licence Appeal Tribunal

Mandate

The Licence Appeal Tribunal (LAT) adjudicates and resolves appeals concerning compensation claims and licensing decisions made by a variety of regulators under laws that protect consumers and the public, and ensure the integrity of the regulated businesses and occupations. The LAT derives its legislative authority from the *Licence Appeal Tribunal Act, 1999*, S.O. 1999, c. 12, Sch. G.

While the majority of appeals involve liquor licences, new home warranty claims, medical suspension of driver's licences and impoundment of motor vehicles, the statutes under which appeals to the LAT may be made include:

LAT' Statutes of Authority	
Alcohol and Gaming Regulation and Public Protection Act, 1996, S.O. 1996, c. 26	*Intercountry Adoption Act, 1998, S.O. 1998, c. 29*
Bailiffs Act, R.S.O. 1990, c. B.2	*Liquor Licence Act, R.S.O. 1990, c.L.19*
Board of Funeral Services Act, R.S.O. 1990, c. F.36	*Motor Vehicle Dealers Act, 2002, S.O. 2002, c.30 Schedule B*
Building Code Act, 1992, S.O. 1992, c 23	*Ontario New Home Warranties Plan Act, R.S.O. 1990, c.P.1*
Child and Family Services Act, R.S.O. 1990, c. C.11	*Paperback and Periodical Distributors Act, R.S.O. 1990, c.P.1*
Collection Agencies Act, R.S.O. 1990, c. C.14	*Payday Loans Act, 2008, S.O. 2008, c.9*
Consumer Protection Act, 2002, S.O. 2002, c.30 Schedule A	*Post-Secondary Education Choice and Excellence Act, 2000, S.O. 2000, c.36*
Consumer Reporting Act, R.S.O. 1990, c. C.33	*Private Career Colleges Act, 2005, S.O. 2005, c.28, Schedule L*
Day Nurseries Act, R.S.O. 1990, c.D.2 Discriminatory Business Practices Act, R.S.O. 1990, c.D.12	*Private Security and Investigative Services Act, 2005, S.O. 2005, c.34*
Film Classification Act, 2005. S.O. 2005, c. 17	*Real Estate and Business Brokers Act, 2002, S.O. 2002, c.30 Schedule C*
Funeral, Burial and Cremation Services Act, 2002, S.O. 2002, c. 33	*Travel Industry Act, 2002, S.O. 2002, c. 30 Schedule D*
Gaming Control Act, 1992, S.O, 1992, c. 24	*Vintners Quality Alliance Act, 1999, S.O. 1999, c.3*
Highway Traffic Act, R.S.O. 1990, c.H.8	

Key Achievements

New Case Types

This reporting period, the LAT received its first appeals under the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Retirement Homes Act, 2010*. Bringing the Tribunal's mandate to over 25 different statutes, these new appeal types reflect the LAT's flexibility in handling a versatile and ever-expanding work flow.

Case Management Review Initiative

The Case Management Review Initiative (CMRI) is part of the LAT's ongoing effort to maximize opportunities for early resolution while streamlining the processes that occur before a hearing. As the LAT has a wide variety of cases and case types, it has continued to develop and refine the various case processing streams into which appeal files flow, based on the characteristics of each appeal. This provides the tribunal with the ability to determine the most efficient path for each appeal, while promoting the concept of proportionality in the effective use of tribunal, public and party resources.

In this reporting period, the tribunal implemented an Administrative Rescheduling initiative, which allowed for a more efficient approach in handling adjournment requests. Additionally, the LAT's Case Management Officers have continued to receive training so that they can more proactively manage the LAT's cases.

Updated Rules of Practice

In 2013-14, the LAT revised its Rules of Practice with input gathered through internal and external consultations. The new Rules effective May 1, 2014, are significantly shorter and have been simplified.

E-Business

The LAT accepts specific file-related queries or correspondence via e-mail. This includes documents such as Certificates of Service, Notices of Motion, Notices of Withdrawal, Requests for Adjournments, and Summons to Witness forms. The LAT also sends responses to specific, file-related queries via e-mail, in addition to sending file-related documents such as Notices of Pre-Hearing or Hearing, Orders, and Decisions.

During the previous fiscal year, the LAT conducted a "Doing Business by E-mail" pilot project, which involved sending and receiving file-related correspondence with a selected group of counsel. The responses were overall positive.

D. Ontario Civilian Police Commission

Mandate

The Ontario Civilian Police Commission (OCPC) adjudicates applications, conduct investigations and resolve disputes regarding the oversight and provision of policing services. The OCPC derives its legislative authority from the *Police Services Act,* R.S.O. 1990, c. P.15 (*PSA).*

Powers of the Commission

The OCPC is responsible for ensuring that adequate and effective police services are provided throughout Ontario. Pursuant to the *PSA*, the OCPC has the authority to investigate policing-related matters, hold different types of hearings and make recommendations with regard to the delivery of police services in a community as follows:

Appeals
The OCPC hears appeals of decisions of police disciplinary hearings concerning complaints about police conduct made by members of the public or initiated by chiefs of police. The OCPC has the authority under the *PSA* to:

- Confirm, vary or revoke the decision of the hearing officer;
- Substitute its own decision; or
- Where the complaint is related to events occurring after October 19, 2009, it may also order a new hearing.

Public Complaints
The OCPC oversees public complaints about police conduct, policies and services provided by a police service where the complaints are related to events that occurred prior to October 19, 2009. The OCPC continues to complete outstanding public complaint review files and has the following powers under the *PSA:*

- Confirm the decision of the Chief of Police / OPP Commissioner;
- Refer the matter back to the police service involved or another police service for further investigation;
- Find misconduct of a less serious nature; or
- Order a disciplinary hearing.

Hearings of the First Instance
The OCPC holds different types of hearings of the first instance, with the authority to:

- Decide disputes between local police services boards and municipal councils about annual police budgets;
- Approve the restructuring or disbandment of municipal police services where an employee termination is involved;
- Determine whether a disabled member of a police service has been accommodated;
- Adjudicate disputes about membership in municipal police bargaining units; and
- Determine whether prescribed standards of police services are being met.

Approvals
The OCPC approves the appointment of First Nations Constables to perform specified duties in designated geographical areas.

Investigations and Inquiries
The OCPC may investigate and inquire into the administration of a municipal police service, the manner in which policing services are being provided and the policing needs of a municipality.

In so doing, the OCPC may investigate and inquire into the conduct or work performance of:

- Police officers;
- Chief of police;
- Members of local police services boards;
- Auxiliary members of a police service;
- Special constables; and
- Municipal law enforcement officers.

Key Achievements

Increase in Complexity and Volume of Investigations and Hearings

In 2013, the OCPC heard and decided an increasing number of disciplinary appeals under section 87 (1) of the *Police Services Act*. In addition, the Commission responded to an increased volume of requests to investigate policing matters under section 25 (1) of the *Act*. Two of these requests resulted in investigations of alleged misconduct by members of police services boards involving numerous incidents and public statements made over many months. These investigations were complex and included interviews of numerous individuals and the collection and review of a large volume of documentation. In both cases, the Commission decided to proceed to public hearings.

E. Ontario Parole Board

Mandate

The Ontario Parole Board (OPB) considers applications for supervised conditional release of adult offenders sentenced to Ontario provincial correctional institutions. In addition, the OPB sees young persons transferred from a youth centre to adult provincial custody under the *Youth Criminal Justice Act*. The OPB derives its legislative authority from the federal *Corrections and Conditional Release Act,* the federal *Prison and Reformatories Act,* and the *Ministry of Correctional Services Act,* R.S.O. 1990, c. M.22.

Powers of the Board

Parole
The OPB is authorized to consider adult offenders who are serving sentences in provincial institutions for parole. Parole is an opportunity for an offender to serve the remainder of his/her sentence in the community under certain conditions set out by the Board.

An offender is eligible for parole after serving one-third of his/her sentence. In Ontario, the law provides that offenders sentenced to a term of imprisonment of 180 days or more are automatically scheduled to be seen by the OPB once they have reached their parole eligibility date unless they decide to waive their right to a hearing.

The OPB makes an assessment based on a number of factors:

- Risk factors and needs at the time of incarceration, including case-specific factors such as details of the offence(s), criminal history, substance abuse and mental health issues;
- The offender's institutional behaviour including the benefit of interventions which may have reduced the risk posed by the offender, the benefit from treatment and programs while incarcerated and the offender's understanding of the offense and his/her criminal behaviour; and
- How the offender's release plan will allow a safe and successful return to the community, particularly in relation to community support, availability of programs and counselling, supervision controls and whether additional conditions are required to manage risk in the community.

When making a decision to release an offender on parole, the law requires the OPB be satisfied that:

- The offender will not be a risk to society by committing another crime before the end of his/her sentence or by violating the conditions of release; and
- Parole will help the offender become a law-abiding citizen.

The OPB has the authority under the *Ministry of Correctional Services Act* to:

- Grant parole with conditions that are considered necessary;
- Deny parole;
- Suspend a parolee's parole and authorize the recommital of the parolee to custody; and

- Lift the suspension of the parole or revoke the parole.

Temporary Absences
An offender may request an absence from the institution, with or without escort, for a defined period. In Ontario, the OPB shares this authority with institutional superintendents, who retain responsibility for all temporary absences that are escorted or under 72 hours in duration when unescorted. The OPB has responsibility for all unescorted temporary absences of 72 hours and longer.

Temporary absences, which are renewable, allow the offender to be away from the institution for a specific purpose for short periods (up to 60 days). An offender may be granted a temporary absence to prepare for a successful return to the community by participating in drug/alcohol treatment or other programs, upgrading education or attending work. All are key factors in reducing an offender's risk to re-offend and increase his or her chances for success. A temporary absence may also be granted for medical or humanitarian reasons.

Each temporary absence is regulated by a set of terms and conditions with which the offender must comply. The OPB may impose any condition it considers appropriate and relevant to the risk and needs of the individual offender.

Key Achievements

Specialized Hearings

The OPB offers video hearings at remote locations in the province as well as Aboriginal Circle Hearings to the province's correctional centres. Aboriginal Circle Hearings provide Aboriginal offenders with access to culturally sensitive hearings that involve the presence and contribution of an Aboriginal Cultural Advisor, who is an Elder. This reporting period Aboriginal Circle Hearings were expanded to include Central North Correctional Centre and Central East Correctional Centre, two of the province's largest institutions.

A Victim Support Line is available, through Find Help, and provides a province-wide, toll-free telephone information line providing access to information for victims, in the language of their choice, 24 hours a day, 7 days a week. The Victim Support Line is independent of SLASTO and can be reached at:

Toll-free: 1-888-579-2888; or

Greater Toronto Area: 416-314-2447

Part 3:

SLASTO's Appointees

(As of March 31, 2014)

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Abu-Zahra, Hakam Tawfic	Windsor	LAT	Part-time Professional Member	Aug 21, 2003	Aug 20, 2014
Aouad, Antoine A.	Toronto	LAT	Part-time Member	Apr 1, 2000	Mar 31, 2014
Baker, Carol	Penetanguishene	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Barbour, David	Ancaster	ACRB	Part-time Vice Chair	May 17, 2006	Nov 28, 2016
Bedard, Georges	Ottawa	OCPS	Part-time Member	Feb 1, 2013	Jan 31, 2015
Blais, Geneviève	Ottawa	LAT	Part-time Member	May 7, 2008	May 6, 2015
Borenstein, David	Toronto	LAT	Part-time Professional Member	Nov 3, 2010	Nov 2, 2015
Burkitt, Sandra	Cambellford	OPB	Part-time Member	Apr 18 2011	Apr 17, 2016
Caryll, David B.	Toronto	LAT	Part-time Member	Apr 16, 2008	Apr 15, 2015
Cassidy, Patricia	Sudbury	LAT	Part-time Vice Chair	Oct 5, 2006	Oct 4, 2016

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Castel, Jacqueline	Mississauga	LAT	Part-time Member	Jul 1, 2011	Apr 1, 2015
		OCPC	Part-time Member	Oct 3, 2012	Oct 2, 2014
Cheung, Jeremy	Markham	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Clarke, Roger N.	Toronto	OPB	Part-time Member	Feb 21, 2003	Jan 22, 2015
Conacher, Roy B.	Kingston	OCPC	Part-time Member	May 16, 2007	May 15, 2017
Cornett, Alexander J.	St. Catharines	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Cornville, Vincent G.	Aurora	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
D'Amours, Marc	Champlain	LAT	Part-time Vice Chair	Nov 15, 2006	Nov 14, 2016
Dann, Simon	Toronto	LAT	Part-time Member	Apr 1, 2000	Jun 16, 2014
Della Fortuna, Sergio	Vineland	OPB	Full-Time Member	Mar 5, 2003	Nov 23, 2015
Dhanani, Zahra	Toronto	OCPC	Part-time Member	Dec 19, 2008	Dec 18, 2016
Diamond, Andrew	Toronto	LAT	Part-time Vice Chair	Jun 1, 2005	Dec 15, 2015
Finan, Bradley	Granton	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Fisher, Garry	Simcoe	LAT	Part-time Professional Member	Nov 5, 2008	Sep 2, 2015
Flude, D. Gregory	Toronto	LAT	Part-time Vice Chair	Jun 22, 2005	Jun 21, 2015

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Flynn, Kevin	Mississauga	LAT	Part-time Professional Member	May 28, 2003	May 27, 2016
Franklin, Terry J.N.	Lindsay	OPB	Full-time Member	Feb 21, 2003	Feb 20, 2016
Freedman, David	Toronto	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Gahir, Hardinder Singh	Brampton	LAT	Part-time Vice Chair	Nov 15, 2006	Nov 14, 2016
Galet, Arnold	Toronto	OPB	Full-time Associate Chair	Sep 30, 2008	Sep 29, 2016
Garbe, E. Alan	Hampton	LAT	Part-time Vice Chair	Apr 1, 2000	Mar 31, 2014
Gauci, Maureen Victoria	Metcalfe	OPB	Part-time Member	Feb 4,2009	Feb 3, 2019*
Gavsie, David C.	Etobicoke	OCPC	Full-time Associate Chair	Apr 1, 2013	Apr 26, 2016
Helt, Maureen	Toronto	ACRB	Part-time Member	Oct 5,2006	Oct 4, 2016
Hopper, David W.	Toronto	FSC	Part-time Member	Aug 4, 1994	Jun 4, 2015
Hurst, David W.	Port Colborne	LAT	Part-time Professional Member	Aug 1, 2003	Jul 31, 2014
Judge, Richard D.	Niagara Falls	FSC	Part-time Associate Chair	Apr 1,2013	Nov 28, 2015
Kennelly, Jim	Ottawa	LAT	Part-time Member	Jun 17, 2004	Jun 16, 2014
King, Jeffrey	Ottawa	OCPC	Part-time Member	Dec 21, 2012	Dec 20, 2014

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Koprowski, Kenneth W.	Strathroy	LAT	Part-time Vice Chair	Apr 1, 2000	May 31, 2014
Labelle, Michelle	Hanmer	OPB	Part-time Member	Feb 9, 2011	Jan 22, 2016
Lallouz, Isaac	Toronto	FSC	Part-time Member	Feb 3, 2003	Feb 2, 2016
Lamoureux, Sylvie	Ottawa	OPB	Part-time Member	Oct 31, 2012	Oct 30, 2015
Lewis, Nancy	Iroquois	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Macklin, Richard	Toronto	LAT	Part-time Vice Chair	Oct 5, 2006	Oct 4, 2016
Males, Lance	New Liskeard	ACRB	Part-time Member	May 4, 2011	May 3, 2015
McCauley, Alexander	Sudbury	LAT	Part-time Member	Jul 1, 2011	Oct 11, 2015
McCullough, John A.	Wyevale	OPB	Full-time Member	Feb 21, 2003	Feb 20, 2016
McLean, Donald Edward	Sudbury	FSC	Part-time Member	Oct 18, 2000	Sep 11, 2017
McQuaid, Patricia Ellen	Toronto	LAT	Full-time Vice Chair	Jul 1, 2011	Nov 22, 2016
Mehren, Kay	Toronto	ACRB	Part-time Member	Oct 22, 2009	Oct 21, 2014
Menard, Louise	Toronto	ACRB	Part-time Member	Oct 5, 2006	Oct 4, 2016
Mia, Ziyaad	Toronto	ACRB	Part-time Member	Apr 11, 2007	Apr 10, 2017
Moccio, Santina	Mount Hope	OPB	Part-time Member	Jun 6,2007	Jun 5, 2017

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Montano, Nives	Woodbridge	LAT	Part-time Member	Apr 1, 2000	Mar 25, 2015*
O'Neill, Tammy	Waterdown	FSC	Part-time Vice Chair	Jul 26, 1996	Dec 6, 2015
Parent, Sylvie	Ajax	OPB	Part-time Member	Oct 31, 2012	Oct 30, 2015
Penner, Keith	Ottawa	LAT	Part-time Member	Sep 17, 2004	Sep 16, 2014
Proulx, Chantal	Ottawa	LAT	Part-time Vice Chair	Nov 15, 2006	Nov 14, 2016
Ramdayal, Raymond	Brampton	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Reeve, Priscilla	Ariss	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Regmi, Dybesh	Mississauga	LAT	Part-time Professional Member	Feb 12, 2014	Feb 11, 2016
Reynolds, Douglas	Toronto	OPB	Part-time Member	Apr 11, 2007	Apr 10, 2017
Riddell, Richard	Rockland	OPB	Part-time Member	Apr 11, 2007	Apr 10, 2017
Ritcey, Douglas James	Oakville	FSC	Part-time Member	Dec 22, 2005	Dec 21, 2015
Rodriguez, John	Hanmer	OCPC	Part-time Member	May 4, 2011	May 3, 2014
Ross, Gail	Fort Erie	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Rowsell, Henry E.	Keswick	OPB	Part-time Member	Feb 21, 2003	Feb 20, 2015
Russell, Ian B.	Lakefield	OPB	Part-time Member	Feb 21, 2003	Feb 20, 2016

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Sanford, Laurie	Toronto	ACRB	Part-time Member	Jan 29, 2014	Jun 21, 2015*
		LAT	Part-time Vice Chair	Jun 22, 2015	Jun 21, 2015
Sant, Peter C.	Belleville	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Sefton, David	Toronto	FSC	Part-time Vice Chair	May 27, 1998	Nov 22, 2015
Smith, Susan D.	Ottawa	FSC	Part-time Member	Jul 26, 1996	Feb 15, 2016
Speed, Alan F.	Whitby	FSC	Part-time Member	Dec 15, 2004	Dec 14, 2017
Spencer, Mary Ann	Toronto	LAT	Part-time Member	May 30, 2006	May 29, 2014
Sproule, Elizabeth L.	Waterloo	LAT	Part-time Vice Chair	Apr 1, 2000	Mar 31, 2014
Stephenson, James	Brampton	OPB	Part-time Member	Apr 18, 2011	Apr 17, 2016
Sturgeon, Neil B.	Churchill	OPB	Part-time Member	Jun 20, 2011	Feb 28, 2016*
Sweeney, Terrance Austin	Toronto	LAT	Part-time Vice Chair	Aug 12, 2008	Aug 11, 2015
Trudell, Marc Bernard	Komoka	FSC	Part-time Member	Jul 20, 1994	Apr 28, 2014
Turnbull, David Ian	London	LAT	Part-time Professional Member	Aug 21, 2003	Aug 20, 2014
Wallace, Douglas R.	Ottawa	LAT	Part-time Vice Chair	Jan 13, 2005	Jan 22, 2016
Ward, Sheila	Toronto	OPB	Part-time Member	May 2, 2007	May 1, 2017

NAME	CITY	TRIBUNAL NAME	POSITION	ORIGINAL OIC DATE	OIC EXPIRY DATE
Weary, Jane	Hamilton	LAT	Part-time Vice Chair	Jun 23, 2004	Jun 22, 2014
Weinrieb, Steven	Thornhill	FSC	Part-time Member	May 27, 1998	Jan 30, 2018
Whitehead, Katherine	Toronto	LAT	Part-time Professional Member	Feb 12, 2014	Feb 11, 2016
Williams, Edward	Toronto	OPB	Part-time Member	May 2, 2007	May 1, 2017
Wong, Pauline	Port Perry	OPB	Part-time Member	Feb 12, 2007	Feb 11, 2017
Woods, Daniel	Scarborough	FSC	Part-time Member	May 27, 1998	May 26, 2014
Yee, Gary	Toronto	LAT	Full-time Associate Chair	Apr 1, 2013	Aug 15, 2017

*Beginning in the 2012 fiscal year, reappointments of members are made in accordance with the provisions of O. Reg. 88/11 of the *Adjudicative Tribunals Accountability, Governance and Appointments Act*.